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DECEIT VERIFICATION IN BUSINESS COMMUNICATION

Viktoriya Petruk, student

Natalya Naumova, Associate Professor, Research Advisor
Zaporizhzhia National University

Lies have no nationality, over time it has become internationally. Not all lies are harmless - in most cases even a small lie in business communication between people can create big problems. Building a good dealing on deception is very problematic, so managers need to know how to recognize a partner's lie. Before blaming a person for lying, it is necessary to know how he behaves in a normal situation. Then closely monitor his facial expression, movements and character of speech. Liars can betray: frequent pauses in conversation, use of repetitions, asymmetry of facial muscles, rapid change of emotions, active use of gestures. The following methods which will be describing are the most effective according to experts in business communication.

Firstly, it is worth mentioning the dry throat. If a conversation without strong emotions and suddenly notice that interlocutor begins to swallow spit and lick his lips on the next specific and direct question. This may indicate that it is a lie. When a person lies, he may have fear. If the fear is intense enough, there will be an adrenaline rush, at which a person's throat will dry up. It is important to understand that this is only the body's reaction to the emotion of fear, which in certain conditions can be a sign of lies. However context is important. For example: it is clear that if a subordinate is afraid of his boss, then such signs may appear, even when he is telling the truth.

Secondly, disconnect is to be pointed out. During conversation it is noticed that the person has disconnect reaction to specific question: interlocutor closed his eyes for half a second. It is important not to confuse it with a banal blinking of the eyes. If there is uncertainty, translate the topic, ask other neutral questions. And then go back to the topic. If the reaction continues, it is likely that it is lying. Thus, a person tries to close eyes disconnect on a hot issue.

Thirdly, a sharp change in the position of the head. If a person suddenly moves his head when asking him a direct question, he may be lying about something. In such cases, the head leans back or lifts up, leans forward or leans to the side. This often happens right before a person has to answer a question.

In conclusion, summarizing all the above it should be underlined that when communicating with a potential deceiver start it is not necessary to rely on only one mark of deception, there must be several of them. Facial expressions must be accompanied by appropriate intonation, words and gestures. Even considered only the face, it should not judge by individual manifestations, if they are not repeated or, better yet, not confirmed by other expressions.

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THE IMPORTANCE OF A MOTIVATION SYSTEM FOR EMPLOYEES OF THE LOGISTICS DEPARTMENT IN EUROPEAN COMMUNITY

Maria Prascheruk, student

Dana Strelchenko, research advisor

P. Vasulenko Kharkiv National Technical University of Agriculture

Each manager would like to have responsible and hardworking employees working at his enterprise. Unfortunately, you will not get too far basing enthusiasm only. Hence any initiative needs material encouragement.

The vague terms of fair and understandable system of motivation should be clarified. Many company executives react negatively to the word "motivation". Unfortunately, the phrase "staff motivation" is often associated with some kind of coaxing the company's employees, who never "come to work on time", "work somehow" and are completely "non-initiative". In turn, employees have a well-established idea that they will get their salary just for 'going to' work. And the size of the company's profits for a certain period of time does not affect their remuneration. Accordingly, there are no serious reasons for working hard at work. To connect the dots, a commercial company is gradually turning into a budget organization in which no one is responsible for anything except, of course, the owner of the company. He actually "responds" with his profit, which gradually begins to decline.

To clarify the question, all personnel functions should be clearly defined. Their implementation must be constantly monitored. Functions should be formalized so that they can be, measured, and additionally to fix the degree of implementation. Every employee should always understand what he will get for enhancing the performance indicator. [2]

To hone the organizational peculiarities of structure of the company it should be noted that the shortcomings of any organizational structure increases the company's total market costs for several reasons: duties and responsibilities do not